

***CLIFFORD® 210C
GPS TRACKING
OWNER'S GUIDE***

READ ME FIRST



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GPS210C 07-05

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Getting Started

ESN (Electronic Serial Number) - the sticker can be found on your membership card.

Actual size of ESN sticker

Enter the following information for future reference.

Account Number	
Password	
Vehicle Information Number (VIN)	

Getting Help

From the *www.cliffordgps.com* website you can access Online Help and Frequently Asked Questions (FAQ's). If you do not find what you need CLIFFORD Customer Care will be happy to answer any of your questions.

For questions regarding your service plans and to access on-line features:

Toll Free: 888-847-7118

Email: help@cliffordgps.net

For questions regarding your installation contact your local dealer:

Enter your dealer information below:

Dealership Name: _____

Installer Name: _____

Phone Number: _____

Mailing Address:

Directed Electronics

1 Viper Way Vista, CA 92081

Inside your CLIFFORD® GPS Tracking Box

Your CLIFFORD® Vehicle Protection kit contains the following:

- The CLIFFORD® 210C
- Antenna
- Main Wiring Harness
- Backup Battery
- Feature Module
- Installation Kit
- Installation Guide
- Owner's Guide
- Wallet Card

Creating Your Account

If you do not already have a CLIFFORD® account you will need to create one before you can use all the features of the CLIFFORD® service.

To setup a new CLIFFORD® account, follow these few simple steps.

1. From your browser type in the address line *www.cliffordgps.com*. The CLIFFORD GPS Tracking logon page opens.

CLIFFORD MATRIX

Ultimate Vehicle Protection



Please enter your Clifford® MATRIX User ID and Password

User ID:

Password:



Enter

☒ Remember my User ID on this computer

[Forgot Password](#) | [Create New Account](#) | [Contact Customer Care](#)

I have read and understood the [Service Terms and Conditions](#)

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Unauthorized access is prohibited. Usage will be monitored.

NOTE: You will be required to read the ***Service Terms and Conditions*** in its entirety. Scroll to the end of the agreement for the ***Accept*** button to appear and click on it.

2. Click on the "I do not have a User ID" link. This brings you to Account setup. From here you will be able to enter your contact information, your ESN and VIN numbers, and select your Service Term and Transaction packages.
3. Enter in your contact information. This includes your first and last name, address, phone number etc.

CLIFFORD
MATRIX
Ultimate Vehicle Protection

Account Information

First Name*

Initial

Last Name*

Company (if company Vehicle)

Street Address*

Apt

City*

State/Prov*

Zip/Postal Code*

Country*

Home Phone*

Email* ☐ Get Email

Work Phone

Birth Date*

Cell Phone

Required Fields*

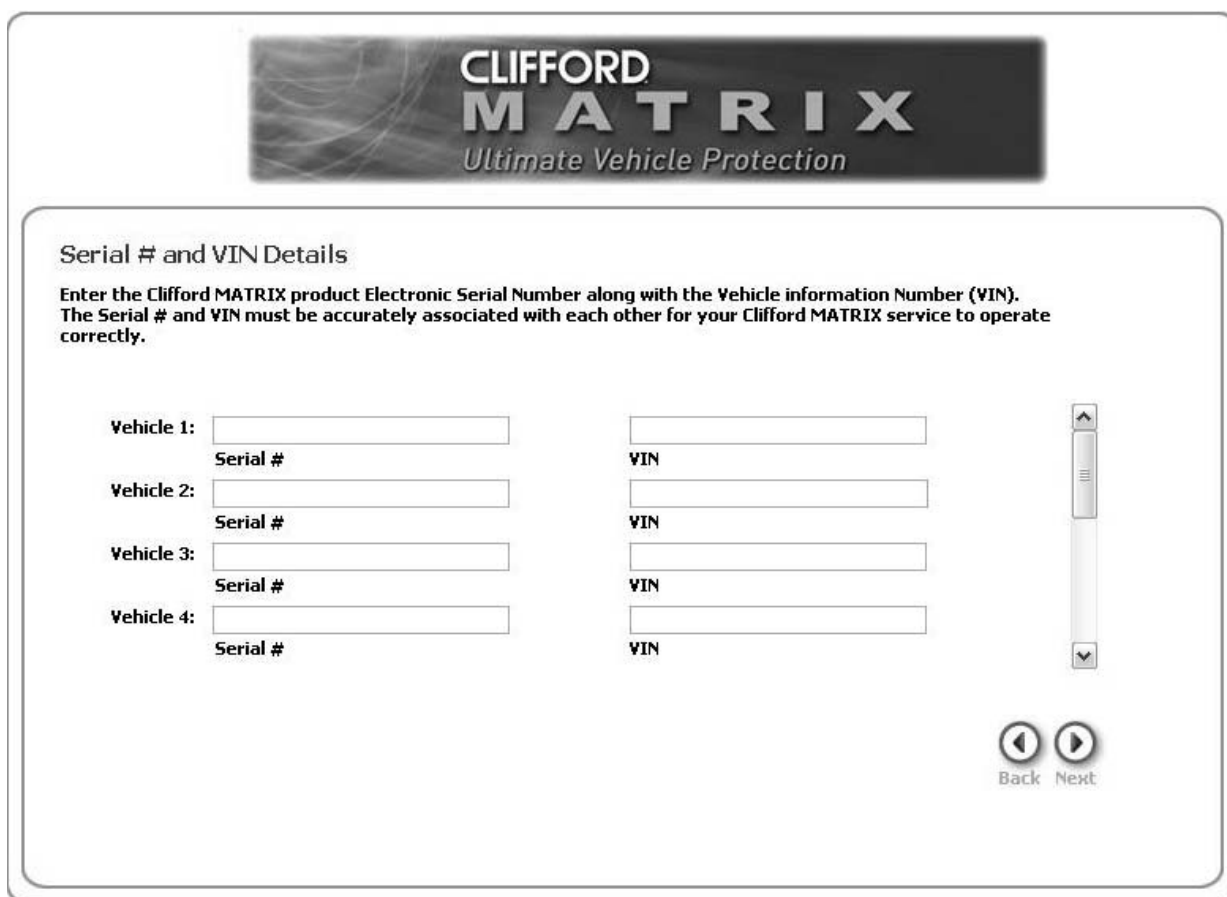
Pet's Name

Security Question

Answer*

4. Click Continue.

- Next, enter your CLIFFORD® 210C ESN (found on the product box or on the membership card where you affixed the label), along with the VIN. If you have multiple devices for each of our household vehicles, make sure to correctly match up the each ESN with the VIN so your Clifford® Online service functions correctly.



The image shows a web form for Clifford MATRIX Ultimate Vehicle Protection. At the top is a dark banner with the text "CLIFFORD MATRIX Ultimate Vehicle Protection". Below this is a section titled "Serial # and VIN Details". The instructions state: "Enter the Clifford MATRIX product Electronic Serial Number along with the Vehicle Information Number (VIN). The Serial # and VIN must be accurately associated with each other for your Clifford MATRIX service to operate correctly." The form contains four rows of input fields, each labeled "Vehicle 1:", "Vehicle 2:", "Vehicle 3:", and "Vehicle 4:". Each row has two fields: "Serial #" and "VIN". To the right of these fields is a vertical scrollbar. At the bottom right of the form are two circular buttons labeled "Back" and "Next".

**CLIFFORD
MATRIX**
Ultimate Vehicle Protection

Serial # and VIN Details

Enter the Clifford MATRIX product Electronic Serial Number along with the Vehicle Information Number (VIN). The Serial # and VIN must be accurately associated with each other for your Clifford MATRIX service to operate correctly.

Vehicle 1:
Serial # VIN

Vehicle 2:
Serial # VIN

Vehicle 3:
Serial # VIN

Vehicle 4:
Serial # VIN

Back Next

- Click Continue.
- Next, you need to select your Service Plan and Connection bundles. From the drop down menus select the Service Plan/Connection bundle. You can

also choose the optional Connections bundle for each vehicle.

CLIFFORD
MATRIX
Ultimate Vehicle Protection

Service Plans
[Learn More About Service Plans](#)

Plan Bundles:

Plan	Service Term	Connections	DLX Warranty	Cost
Silver	1 year	100	12 months	\$99.00
Gold	2 year	200	24 months	\$199.00
Platinum	3 year	300	36 months	\$299.00

Optional Connections:
Additional Package of 100 Connections..... \$49.00

Select Purchase:
Vehicle 1: ESN: 567R0000022
VIN: 1FMNU42L9YEB09334

Plan Bundles
\$99.00 Silver ▼

Connections
None ▼

◀

▶

Back

Next

8. Click Continue.
9. Enter in your credit card information and click continue.
10. At this point you can review your purchase selections. If you need to make any changes click on the Back button; otherwise, click on Continue to proceed with the purchase.

11. The Purchase Confirmation page will open. This page is your receipt. It also contains everything you'll need to log into the *www.cliffordgps.com* website or use the telephone system; Account Number, User ID and Password. Print this page and keep it for reference.

CLIFFORD
MATRIX
Ultimate Vehicle Protection

Purchase Confirmation
Confirmation Code: 0000647
Your Purchase was completed successfully.

Purchase Summary

Items Purchased	Amount	Total
1 Year Plan with 100 Connection	1	99.00
1 Year Extended Warranty	1	0.00
Activation Fee	1	25.00
Total Before Taxes:		\$ 124.00 CDN
Tax1:		\$ 8.68 CDN
Tax2:		\$ 0.00 CDN
Purchased		132.68 CDN

Account Summary

Account#: 00000705000003

User ID: 1020495

Temporary Password: 194018

Print this page for your records. **Print**

You will need your User ID and temporary Password to logon to the Clifford MATRIX website.

[Go to Clifford MATRIX Logon](#)

You can now log into the *www.cliffordgps.com* website.

CLIFFORD® Online

The *www.cliffordgps.com* website can be accessed from any internet connected computer. You will need to have your User ID and Password to gain access.

Inside CLIFFORD® GPS Online you can:

- Personalize account and vehicle information
- View current and historical alert/action data for each vehicle within your account
- Get Help with your system
- And much much more

Security

Once your account has been created you will be assigned your Account Number, User ID and Password. You will also be required to complete a security question.

Things to keep in mind:

- There is only one User ID and password for each account.
- You can change your password and security answer at any time through the *www.cliffordgps.com* website.
- Your password must be numeric digits with a minimum of 6 numbers and a maximum of 20 numbers.
- You will be asked this information each time you access the *www.cliffordgps.com* website or telephone system.

Please keep this information safe. You can record your information at the beginning of this guide.

If you forget your password—

In the instance you forget your CLIFFORD® password we can send it to the email address you have registered with your CLIFFORD® Online account. Simply click on the Forgot Password link on the CLIFFORD® logon page.

Using CLIFFORD® GPS Tracking

Actions

CLIFFORD® Consumer Initiated Actions are instructions, which are communicated to CLIFFORD® equipped vehicles, from any Internet access point or touch-tone phone, 24 hours per day, 7 days per week.

The Action icons send commands to the CLIFFORD® 210C device to perform specific tasks: Locate-On-Demand, Door Unlock, Starter Disable, Starter Enable, and Continuous Track. The Action icons are visible from any screen within the web interface. Actions can be performed from the web interface or from a telephone.



Locate On Demand:

Locate your vehicle (i.e., late, missing, stolen, etc.) and receive its location, speed and heading.

***Door Unlock:***

Unlock the driver door of your vehicle and receive its location.

***Starter Disable: (Immobilize):***

Disable your vehicle's starter if it is stolen and receive its location, speed and heading. The next time your vehicle's ignition is turned off and then on, it will not start.

***Starter Enable:***

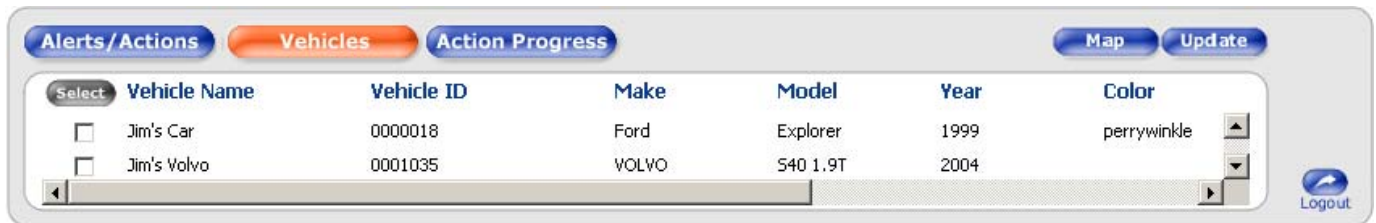
Once it is secure to do so, enable your vehicle's starter from it's disabled state.

***Continuous Track:***

Trace the route your vehicle is traveling by receiving the location, speed and heading every five minutes for a total of thirty minutes.

Perform an action from the web:

1. Select vehicle(s) from the Vehicles Tab or Alerts/Actions Tab.



2. Click on the action icon.
 - If you have enough Alert/Action connections available for the selected action a confirmation message opens asking "This action will debit your account x credit(s). Do you want to proceed with the action?" Select Yes to proceed and No to cancel the action.
 - If you do not have enough Alert/Action connections to perform the selected action a message "More connection credits are required to complete the selected action. Select another action or purchase more connection credits."
3. The Action Progress tab shows the progress of the request.
4. A Successful action displays the current information of the vehicle on the map and on the Alerts/Actions tab. If the action is unsuccessful the Action Progress tab will display "Incomplete" and the Alerts/Actions tab will display only the available information and the vehicle will not be mapped.

Incomplete Actions

Your action request was incomplete because the vehicle's location was outside a wireless coverage area. There is no cost when an action does not complete successfully therefore your Alert/Action Connection meter will not be debited.

Perform an action from the telephone:

1. Dial the CLIFFORD® access number 888-847-7118 and enter your User ID and password.
2. Listen to the vehicle menu and press the number corresponding to the vehicle you want to perform the action on. Example: Press 1 for Bob's Van, Press 2 for Mary's Neon, etc. If there is only one vehicle in your account you are automatically forwarded to the Action menu.
3. Next, listen to the Action menu and press the number corresponding to the action you want to perform. Example: Press 1 for the current location of your vehicle, Press 2 to unlock your car door.
 - If you have enough Alert/Action connections available for the selected action a confirmation message states "This action will debit your account x credit(s). Do you want to proceed with the action?" Select Yes to proceed and No to cancel the action.
 - If you do not have enough alert/action connections to perform the selected action a message states "More connection credits are required to complete the selected action. Select another action or purchase more connection credits."

4. Next, select to wait on the line to receive the response or perform another action or hang-up.
5. Action responses state both the outcome of the action, and the nearest address location of the vehicle. Example: "Your Locate action was successful. Your vehicle is located at 1212 Main Street West, Chicago Illinois, USA".

Alerts

CLIFFORD® Automated Alerts are automatic notifications of events, circumstances and conditions, which are constantly monitored and reported by CLIFFORD® equipped vehicles. Alerts are automatically forwarded to your contact points in virtual real-time. You can receive Alerts via email, phone (voice or text), pager and a personal digital assistant (PDA). Go to Notification Setup to learn how to direct your alerts.



Security System Trigger: (Early Theft Warning):

Obtain early indication of a possible vehicle theft by knowing when your car alarm is triggered and receive the location of the violation.



Unauthorized Movement: (Early Theft Warning):

Automatically know when your vehicle has moved while the ignition is turned off (i.e., when being towed) and receive the location of the violation.



Battery Disconnect: (Early Theft Warning):

Know your vehicle's battery has been tampered with, indicating a possible theft, and receive the location.



Speed Minder:

Deter dangerous driving habits by knowing when your vehicle is being driven at excessive speeds. This feature is set at the factory at 80 mph/128 kph and reports when the speed is driven for more than one minute. The notification reports location, speed and direction. A live customer care representative can change the speed threshold at your request giving more than 11 different MPH options.



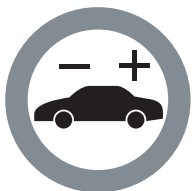
Status Check:

Gain assurance that CLIFFORD® GPS 210C is fully functional. CLIFFORD® GPS 210C generates a Status Alert every thirty days.



Border Crossing:

Know when your vehicle has crossed the Canada-US or US-Mexico borders, indicating a possible theft, and receive the location, speed and direction.



Low Battery:

Know when your vehicle's battery power has depleted to a severely low level (when the ignition is turned off) and receive the location of your vehicle.

Alert Notifications


CLIFFORD® Automated Alerts are automatic notifications of events, circumstances and conditions, which are constantly monitored and reported by CLIFFORD® equipped vehicles. Customers can receive Alerts via email, phone (voice or text), pager and a personal digital assistant (PDA).

Alerts are always sent to the CLIFFORD® Online website whether the notifications are turned on or off. Regardless of the method of alert notification the following information is always included: Vehicle Name or Vehicle ID, alert type, date of the alert, and the nearest address the alert occurred.

To Set-up Alert Notifications:

1. For each alert select On to turn the alert notification on or select Off to turn the alert notification off.
2. Enter the phone number and/or email address where the alert will be sent.
 - Remember to include your Area Code with your phone number.
 - Use a comma or semi-colon to separate email addresses.
3. Click the Apply button to save the changes.

Excessive Speed <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number	Security Alarm <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number
Border Crossing <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number	Unauthorized Movement <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number
Low Battery <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number	Vehicle Battery Disconnect <input checked="" type="radio"/> On <input type="radio"/> Off Notifications	<input type="text"/> Email <input type="text"/> Phone Number



 Apply

Notification Rules:

- Alerts are always sent to the CLIFFORD® website whether or not alert notifications are turned off.
- By default, all alert notifications are turned off.
- The email addresses and phone numbers entered are not lost when a notification is turned off.
- You can have one phone number and two email addresses for each alert.
 - Remember to include your Area Code with your phone number. Example: (222) 555-1111 in US and Canada.
 - Separate email addresses with either a comma or semicolon.

- In the Notification Sent column in the Alerts/Actions tab of the Information window a Yes or No indicates whether or not an alert notification was sent for the alert.

Understanding the Alert and Action Data

The CLIFFORD® system in conjunction with the Global Positioning System (GPS) provides detailed, real-time information about your vehicle. The following data is displayed in the Alerts/Actions tab for each alert and successful action:

1. Vehicle Name: The vehicle's identity.
2. Vehicle ID: Secondary field to uniquely identify a vehicle.
3. Alert/Action: The type of alert/action that was received or issued for a vehicle. Also displayed is the vehicle heading; the direction of the vehicle, when moving, or the vehicle stopped, followed by the speed of vehicle.
4. Nearest Address: The closest address of the vehicle at time of the successful alert/action. It may include the city, state/province, zip/postal code and country.
5. Alert/Action Date: The time when the alert/action was issued.
6. GPS Date: The last date and time provided from the global positioning system (GPS).
7. Notification Sent: Indicates whether or not the notification was sent.

Purchase More Services

CLIFFORD® On-line allows you to purchase additional Alert/Action Connections and renew Service Plans for all vehicles within your account; all that is required is a valid credit card.

Service Plans and Connections

A Service Plan is a yearly subscription for access to CLIFFORD® On-line. It includes CLIFFORD® website and telephone access. Each vehicle within an account requires its own Service Plan. Service Plans are available in 1, 2, and 3 year terms.

Connection credits are the number of alert and action connections available. Each time an action is successful or alert is processed the connection meter is debited. The number of debits made is dependant on the action performed or the alert processed.

Connections may be used by any vehicle within an account, and as long as your subscription is active your connection balance will not expire. Be aware if your connection balance falls to zero you will not be able to perform any actions nor will the system be able to process any alerts.

Paying by Credit Card

CLIFFORD® On-line currently accepts Visa, MasterCard, and American Express. You can enter your entire credit card number safely via our secure server, which encrypts all submitted information. After you've submitted your order, you'll be provided with a receipt and confirmation number.

If we are unable to authorize your credit card, then a message will display informing you of the authorization failure. Please note that your order will not have been processed if a credit card authorization failure occurs.

Common errors such as entering an incorrect expiration date or incorrectly entering a digit in a credit card number can result in an authorization failure. If all of your billing information looks correct, please contact your financial institution for resolution.

GPS Technology

GPS Accuracy

GPS is the most widely used global positioning technology. Originally developed by the US Department of Defense, GPS is used for many different applications including, offshore ocean navigation, direction finding, exploration and vehicle locating. Without Selective Availability, GPS is accurate to within a radius of 6.3 meters of a location (95% of the GPS points fall within this radius).

There are inherent limitations to wireless communications and the Global Positioning System (GPS).

Future of GPS Technology

CLIFFORD® 210C services leverage stable, reliable technology platforms with the ability to implement future technological advancements. CLIFFORD® 210C is developed to support emerging wireless platforms and devices to ensure future value and avoid obsolescence.

The CLIFFORD® 210C uses industry standard cellular wireless communications networks (cellular) to communicate with vehicles. Therefore, vehicles must be within cellular coverage to communicate. Cellular networks currently cover approximately 95% of populated North America.

The GPS transceiver in the onboard device must have a direct line of sight with three or more of the 24 satellites in the GPS constellation to provide accurate loca-

tion information. Underground parking garages, concrete enclosures and urban canyon are some instances when the direct line of sight may be obstructed.

The GPS is a constellation of 24 satellites that orbit the earth. These satellites are continuously transmitting data to the GPS receiver integrated into your CLIFFORD® GPS device, which determines a location.

Legal Disclaimers

Privacy Policy

Directed Electronics has created this Privacy Policy Statement in order to demonstrate our firm commitment to your privacy. The following discloses our information collection, use and dissemination practices for our customers and for the use of our general website: *www.directed.com* and our subscriber website.

Please read the following statement to understand how your personal information will be treated as a customer and a website user.

Directed has updated this statement in order to comply with the provisions of the federal Personal Information Protection and Electronic Information Act (PIPEDA). We routinely review this statement and our security features and enhance them as necessary. This policy was last revised on June 10, 2005 and contains the following sections:

- Data Collection
- Data Use
- What Personal Information Do We Collect?
- How do We Use this Information
- How can you limit the disclosure of your Personal Information?
- Disclosure of Information

- Cookies
- Third-party sites
- Protection of Children Online
- Security
- Consent
- Acceptance of Terms
- Updates and Contact Information

AS A VISITOR TO ONE OF OUR WEBSITES, THE FOLLOWING STATEMENTS DESCRIBE THE INFORMATION WE COLLECT AND HOW WE USE THAT INFORMATION:

Data Collection

Our sites use mail forms to fulfill inquiries or customer and investor requests for additional information. We collect contact information (names, addresses, phone numbers, fax numbers and e-mail addresses) from the mail forms. When you visit our site, some of the following information may be collected automatically as part of the operation of the site:

- Your Internet or IP address
- Your Internet Service Provider
- The site or the most recent sites from which you linked
- The pages viewed on our site
- The date and time of your visit

Data Use

We use the IP addresses and other non-personal information of our site visitors to help diagnose problems with our server and to better administer our sites. This information may also be used to improve our web sites, to gather broad demographic information, or to compile aggregate statistics about the number of visitors to our sites and other "site behavior" information.

We use voluntarily provided customer or investor contact information to send information requested about our Company and promotional material from some of our partners. If you fill out a form to request more information or to request contact by a representative of the Company, your name, company, e-mail address, and so on are added to Directed's database. Demographic and profile data collected at our sites may be used to tailor the visitors' experience, showing them content that we think they might be interested in and displaying the content according to their preferences.

AS AN CLIFFORD® SUBSCRIBER, THE FOLLOWING ADDITIONAL STATEMENTS DESCRIBE HOW WE COLLECT AND USE YOUR PERSONAL INFORMATION:

What Personal Information Do We Collect?

As a customer of Directed or a user of CLIFFORD® Online Directed may collect personal information directly from you or from others (for example, from credit references, collection agencies, insurance providers, dealers and suppliers to our business and other organizations in possession of relevant personal information about you). The personal information we collect may include:

- your name;
- contact details, such as mailing address, e-mail address, telephone and facsimile number;
- product, service and purchasing information;
- vehicle location and management data;
- financial information; and—

- any other information that is necessary in order for us to conduct business with you.

Such information may be collected when you make an agreement with us, purchase a product or service from us, register for a warranty program, sign on to CLIFFORD® Online, provide credit references, apply for credit or when you contact us or one of our employees or visit our website.

Directed collects, uses, discloses and retains your personal information for the following purposes:

- to provide CLIFFORD® services such as locate on demand, continuous track, recover, enable or disable your vehicle;
- to provide CLIFFORD® services such as notify you of any one of our automated alerts (speed minder, low battery, etc.) or to respond to a consumer initiated action (i.e. door unlock, starter disable/enable, etc.)
- to provide concierge services when requested by the vehicle operator, vehicle recovery assistance and navigation services;
- to process your orders for products and/or services and to manage your accounts;
- to evaluate our products and services;
- to record and manage our warranty and/or lease programs;
- to send you additional information on Directed products or services or investor related matters;
- to improve our ability to serve you when you make an inquiry or request;
- to respond to your queries or comments;
- to market our products or services; and—
- for credit and/or collection purposes, including disclosure to a

credit and/or collections reporting agency or verification of your information with your bank, financial institution or employer.

WHENEVER YOU, THE OPERATOR OF YOUR VEHICLE OR ANYONE ACCESSING YOUR CLIFFORD® Online ACCOUNT REQUESTS A SERVICE OR INITIATES AN ACTION OR ALERT, DIRECTED MAY BE REQUIRED TO USE OR DISCLOSE YOUR PERSONAL INFORMATION IN ORDER TO RESPOND.

Directed Electronics also use or disclose your personal information in the following circumstances:

- to third parties in a case where it is required by law (such as to comply with a validly issued and enforceable subpoena or summons or as may be required for legal reporting purposes);
- to our employees, agents, affiliates and other third parties (such as our lawyers, auditors, brokers) as required to perform functions on our behalf (for example in the management of your accounts, legal proceedings, dispute resolutions, in the event of prospective mergers or acquisitions or for tax or reporting purposes).

Whenever possible, when Directed Electronics discloses your personal information to third parties, it will request that such third parties maintain the confidentiality of such information (for example through the execution of a non-disclosure or confidentiality agreement).

Directed will endeavor to keep your personal information accurate and up-to-date for the stated purposes, and to retain it only for as long as needed to fulfill these purposes, and as may be required by law.

ADDITIONAL INFORMATION FOR BOTH VISITORS AND SUBSCRIBERS OF *WWW.DIRECTED.COM*:

How can you limit the use and disclosure of your personal information?

If you prefer that Directed not use or disclose your personal information for certain of these purposes, you may notify us at any time in writing at the address listed below. If you do not notify Directed, we will consider you to have consented to our continued use, disclosure and retention of your personal information for the purposes stated above or in any agreements with Directed. Please note that if you make a request to remove your personal information from our records or to not use it for a particular purpose, it may affect our ability to properly serve you as a customer.

Cookies

As well, users should be aware that certain non-personal information and data may be automatically collected by Directed through the operation of "cookies". Cookies are small text files that identify an individual computer's browser entering a web site. They allow the site to track that browser's movement through the site over several sessions. Through cookies, a web site can recognize repeat users, facilitate the user's access to and use of the site, and allow a site to track usage behavior to improve the user's online experience by delivering content specific to their interests. Directed uses cookies only for the above-mentioned purposes and will not use them to identify users or to track non-CLIFFORD® 210C. Users, by configuring their browser preferences, have the choice to accept, reject, or be notified when a cookie is set.

Third-party Sites

Our sites may contain links to other sites for your convenience. These third-party sites may also request personal information from you. This Privacy Policy Statement does not cover these third-party sites and Directed is not responsible for the privacy practices or the content of such web sites. These sites may have their own privacy policies or statements and we encourage you to review and learn their practices before providing information.

Protection of Children Online

It is our intention that the Directed web sites be used by adults. Children should always ask their parents or guardians for permission before sending personal information to Directed or to anyone else. We encourage parents to take an active role in their children's use of the Internet. No information should be submitted to, or posted by visitors under 16 years of age without the consent of their parent or guardian and Directed will not knowingly send direct mailings, including email or other correspondence to anyone under the age of 16.

Security

Our sites have security measures in place intended to protect the loss, misuse and alteration of the information under our control. We also take reasonable precautions to protect user information offline. Only employees who need the information to perform a specific job (for example, sending out a newsletter) are given access to personally identifiable information. Finally, servers that we store personally identifiable information on are kept in a secure environment and monitored 24 hours a day.

Consent

By submitting your personal information to us via one of our websites, you consent to the collection and use of such information for the purposes identified at the time of collection or as outlined above.

Acceptance of Terms

This Privacy Policy Statement co-exists with our Terms of Use. Together these govern the general practices of Directed and our web sites. We encourage you to familiarize yourself with these statements.

By using our sites, you signify your acceptance and agreement with Directed's Privacy Policy Statement and the Terms of Use. If you do not agree with any one or more of our terms, please do not use our sites or submit your personal information to us. We reserve the right, at our discretion, to change, modify, add

or remove portions of this statement at any time. Your continued use of any one of our web sites following changes to these terms means you accept those changes. We recommend that users re-visit this Privacy Policy Statement and the Terms of Use page on occasion to learn of any changes.

Updates and Contact Information

This Privacy Policy Statement was last updated on June 10, 2005. Directed reserves the right to update this Privacy Policy Statement and the Terms of Use from time to time. If you have any comments or questions regarding this Privacy Policy Statement or the Terms of Use, or if you have any issues regarding your personal information maintained by Directed, you may contact us in writing, by e-mail address or by telephone as follows:

Directed Electronics
1 Viper Way
Vista, CA 92081

Phone: 800-876-0800



NON-TRANSFERABLE HARDWARE LIMITED WARRANTY

Directed Electronics (Directed) promises to the original purchaser that the GPS automotive tracking unit (the Product), excluding accessories, purchased and installed from a Directed authorized dealer is free from defects in materials or workmanship under normal use and conditions for a period of time equal to the duration of Service Agreement for activation and provision of tracking and notification services of the Product by the purchaser. For example if the purchaser enters a one year Service contract they will have a one year warranty, a two year contract will be a two year warranty and a three year contract will be a three year warranty. In no event shall the warranty exceed three years.

Should the Product be determined defective during the applicable warranty period, the Product will be repaired or replaced with a new or comparable reconditioned part(s), at Directed's option. To obtain warranty service, the Product must be returned to a Directed authorized dealer along with proof of purchase and installation, evidenced by the original Product purchase receipt.

Note: This warranty does not cover labor costs for the removal and reinstallation of the Product. This warranty does not cover subscriber agreements or failure of services provided under the terms of the subscriber agreement, or failure of GPS satellite transmission or cellular network function. Purchaser is required to enter separate subscriber contracts in order to receive these services. **IN ORDER FOR THIS WARRANTY TO BE VALID, YOUR PRODUCT MUST BE DELIVERED WITH PROOF OF PURCHASE AND PROOF OF INSTALLATION BY AN AUTHORIZED DIRECTED DEALER. ALL PRODUCTS RECEIVED BY DIRECTED FOR WARRANTY REPAIR WITHOUT PROOF OF DIRECTED DEALER INSTALLATION WILL BE DENIED.**

This warranty is non-transferable and does not apply to any Product that has been modified or used in a manner contrary to its intended purpose, and does not cover damage to the Product caused by installation or removal of the Product. This warranty is VOID if the product has been damaged by improper maintenance, accident or unreasonable use, negligence, acts of God, neglect, improper service or other causes not arising out of defect in materials or construction. This warranty does not cover the elimination of externally generated static or noise, or the correction of antenna problems or weak GPS reception, damage to software, accessories or vehicle electrical systems, cosmetic damage or damage due to negligence, misuse, abuse, failure to follow operating instructions, accidental spills or customer applied cleaners, damage due to environmental causes such as floods, airborne fallout, chemicals, salt, hail, windstorms, moisture, lightning or extreme temperatures, damage due to accidents, road hazards, fire, theft, loss or vandalism, damage due to improper connection to equipment of another manufacturer, modification of existing equipment, faulty installation or use of a Product which has been opened or tampered with for any reason or which has been damaged due to alteration or service performed by anyone other than Directed Electronics.

EXCEPT AS STATED HEREIN, ALL WARRANTIES INCLUDING BUT NOT LIMITED TO EXPRESS WARRANTY, IMPLIED WARRANTY, WARRANTY OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, AND WARRANTY OF NON-INFRINGEMENT OF INTELLECTUAL PROPERTY ARE EXPRESSLY EXCLUDED TO THE MAXIMUM EXTENT ALLOWED BY LAW, AND DIRECTED NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCT. DIRECTED HAS ABSOLUTELY NO LIABILITY FOR ANY AND ALL ACTS OF THIRD PARTIES INCLUDING ITS LICENSED DEALERS OR INSTALLERS. IN NO EVENT WILL DIRECTED ELECTRONICS BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS), BY PURCHASING THIS PRODUCT, THE CONSUMER AGREES AND CONSENTS THAT ALL DISPUTES BETWEEN THE CONSUMER AND DIRECTED SHALL BE RESOLVED IN ACCORDANCE WITH CALIFORNIA LAWS IN SAN DIEGO COUNTY, CALIFORNIA.

Some states do not allow limitation on how long an implied warranty lasts. In such states, the limitations or exclusions of this Limited Warranty may not apply. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

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W210 06-05



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GPS210C 07-05